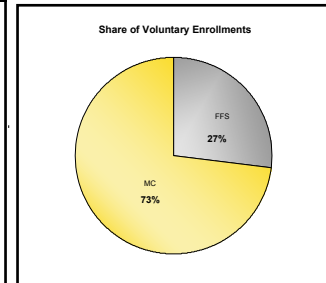
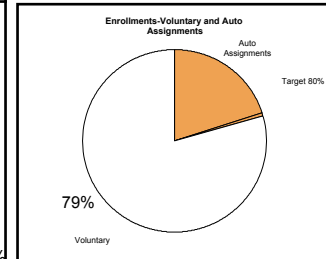


SCDMPRD

Enrollment Snapshot

Enrollment Snapshot									
		Current Year						Last Year	
Effective Month - May-2010		May-10		Apr-10		SFY 2010 Jul-09 - Jun-10		May-09	
		#	%	#	%	#	%	#	%
<b>A. Assignment Pool (Excludes FFS Default)</b>		<b>20,901</b>		<b>14,824</b>		<b>190,268</b>		<b>14,109</b>	
<b>B. Voluntary Choice</b>		<b>14,150</b>		<b>8,857</b>		<b>112,323</b>		<b>6,968</b>	
B1. Managed Care		9,337		5,777		77,477		4,991	
B2. Fee For Service		4,813		3,080		34,846		1,977	
<b>C. Voluntary Choice - Not in the Assignment Pool *</b>		<b>11,975</b>		<b>12,719</b>		<b>145,272</b>		<b>14,174</b>	
C1. Managed Care		9,637		10,687		109,016		10,110	
C2. Fee For Service		2,203		1,877		34,088		3,988	
C3. Zaps to Managed Care		135		155		2,168		76	
<b>D. Auto Assignments</b>		<b>6,751</b>	21%	<b>5,967</b>	22%	<b>77,945</b>	23%	<b>7,141</b>	25%
<b>E. Total Voluntary Choice (= B + C)</b>		<b>26,125</b>	79%	<b>21,576</b>	78%	<b>257,595</b>	77%	<b>21,142</b>	75%
<b>F. Total Enrollments (= B + C + D)</b>		<b>32,876</b>		<b>27,543</b>		<b>335,540</b>		<b>28,283</b>	
<b>G. Fee For Service</b>		<b>7,016</b>		<b>4,957</b>		<b>68,934</b>		<b>5,965</b>	
G1. Share of Voluntary Enrollments (= (B2 + C2)/E)			27%		23%		27%		26%
G2. Share of Total Enrollments (= (B2 + C2) / F)			21%		18%		21%		18%
<b>H. Members in 90 Day Choice Period</b>		<b>113,914</b>		<b>110,813</b>		<b>1,223,815</b>		<b>112,835</b>	
H1. Total Transfers within 90 Days (= H3 + H4)		6,461		7,830		87,121		8,584	
H2. Transfer Percent			6%		7%		7%		8%
H3.90 Day Transfers to Fee For Service		2,067	32%	2,261	29%	26,740	31%	3,056	36%
H4. 90 Day Transfers to Health Plans		4,394	68%	5,569	71%	60,381	69%	5,528	64%

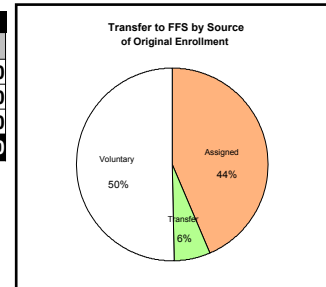


\* Members who are in a future assignment pool or in the outreach pool. The first auto assignment took place in October 2007

May-2010 Snapshot		%	
Target		80%	
Actual (= E / F)		79%	
FFS Share of Voluntary Enrollment (= G1)		27%	
MC Share of Voluntary Enrollment (100-G1)		73%	

		To					Current Eligibles			
May 2010	From									
		FFS	MCO	MHN	Total		Enrolled into MC	Assignable	Non-Assignable	Total
		FFS	-	462	267	729	Enrolled into MC	364,338	108,292	472,630
		MCO	1,770	2,159	1,101	5,030	FFS by Choice	70,742	23,698	94,440
		MHN	297	405	-	702	FFS by Default	21,138	96,682	117,820
		Total	2,067	3,026	1,368	6,461	Total	456,218	228,672	684,890



Top Transfer/ Disenrollment Reasons			
Fee For Service Choice Reasons		Transfer to Fee For Service Reasons	
1) 41 A - Other (Phone)	2,687	35 - Doctor Not Part Of Network	1,107
2) 35 - Doctor Not Part Of Network	2,141	41 - Other	499
3) 42 - No reason provided on enrollment form	1,029	39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	191

Call Center Statistics									
		Current Year						Last Year	
Effective Month - May-2010		May-10		Apr-10		SFY 2010 Jul-09 - Jun-10		May-09	
		#	%	#	%	#	%	#	%
A. Total Calls Received		26,968		23,944		276,879		23,270	
B. Total Calls Answered		26,665		22,903		268,309		23,072	
C. Totals Calls Abandoned after Threshold		92	-	314	1%	5,159	2%	198	1%
D. Average Speed to Answer in seconds		16		22		-		14	
Days in Call Period		03/19/10 - 04/22/10		02/19/10 - 03/18/10		03/20/09 - 04/16/09		02/20/09 - 03/19/09	

20100425\_Dashboard\_May 2010\_Final

# South Carolina Healthy Connections Choices

**Enrollment Period May 2010**  
Enrollment Numbers are as of 04/25/2010

SCDMPRD

## Historical Enrollment Data

Numerator													
	05/09	06/09	07/09	08/09	09/09	10/09	11/09	12/09	01/10	02/10	03/10	04/10	05/10
A. Voluntary Choice - Assignment Pool	6,968	11,704	8,381	11,646	8,449	8,678	12,984	9,716	9,409	12,147	7,906	8,857	14,150
A1. Member Selected MC Plan	4,991	8,331	5,606	8,177	6,092	6,186	9,035	6,678	6,567	8,586	5,436	5,777	9,337
A2. Member Selected FFS	1,977	3,373	2,775	3,469	2,357	2,492	3,949	3,038	2,842	3,561	2,470	3,080	4,813
B. Voluntary Choice - Not in Assign Pool	14,174	16,578	15,699	15,815	15,777	15,995	16,615	9,366	9,422	9,588	12,301	12,719	11,975
B1. Member Selected MC Plan	10,110	11,088	10,774	10,968	10,933	10,848	11,409	7,489	7,652	8,239	10,380	10,687	9,637
B2. Member Selected FFS	3,988	5,106	4,725	4,687	4,636	4,981	4,985	1,679	1,391	1,186	1,738	1,877	2,203
B3. Member Zapped into MC Plan	76	384	200	160	208	166	221	198	379	163	183	155	135
<b>Total Voluntary Choice (=A+B)</b>	<b>21,142</b>	<b>28,282</b>	<b>24,080</b>	<b>27,461</b>	<b>24,226</b>	<b>24,673</b>	<b>29,599</b>	<b>19,082</b>	<b>18,831</b>	<b>21,735</b>	<b>20,207</b>	<b>21,576</b>	<b>26,125</b>
Denominator													
	05/09	06/09	07/09	08/09	09/09	10/09	11/09	12/09	01/10	02/10	03/10	04/10	05/10
C. Members up for auto-enroll	14,300	20,087	15,605	19,084	16,651	15,580	22,262	18,203	15,887	20,962	12,312	14,967	21,121
B. Voluntary Choice - Not in Assign Pool	14,174	16,578	15,699	15,815	15,777	15,995	16,615	9,366	9,422	9,588	12,301	12,719	11,975
D. FFS by Default **	(191)	(219)	(154)	(216)	(149)	(169)	(225)	(357)	(235)	(331)	(167)	(143)	(220)
<b>Total Beneficiaries in the Month (= C+B+D)</b>	<b>28,283</b>	<b>36,446</b>	<b>31,150</b>	<b>34,683</b>	<b>32,279</b>	<b>31,406</b>	<b>38,652</b>	<b>27,212</b>	<b>25,074</b>	<b>30,219</b>	<b>24,446</b>	<b>27,543</b>	<b>32,876</b>
	05/09	06/09	07/09	08/09	09/09	10/09	11/09	12/09	01/10	02/10	03/10	04/10	05/10
Members Auto Assigned	7,141	8,164	7,070	7,222	8,053	6,733	9,053	8,130	6,243	8,484	4,239	5,967	6,751
Auto Assignment Rate	25%	22%	23%	21%	25%	21%	23%	30%	25%	28%	17%	22%	21%
	05/09	06/09	07/09	08/09	09/09	10/09	11/09	12/09	01/10	02/10	03/10	04/10	05/10
Voluntary Selection Rate	75%	78%	77%	79%	75%	79%	77%	70%	75%	72%	83%	78%	79%
Total MC Choices (= A1+B1+B3)	15,177	19,803	16,580	19,305	17,233	17,200	20,665	14,365	14,598	16,988	15,999	16,619	19,109
Total FFS Choices (= A2+B2)	5,965	8,479	7,500	8,156	6,993	7,473	8,934	4,717	4,233	4,747	4,208	4,957	7,016
FFS Choice as a Percent of Member Choices	28%	30%	31%	30%	29%	30%	30%	25%	22%	22%	21%	23%	27%

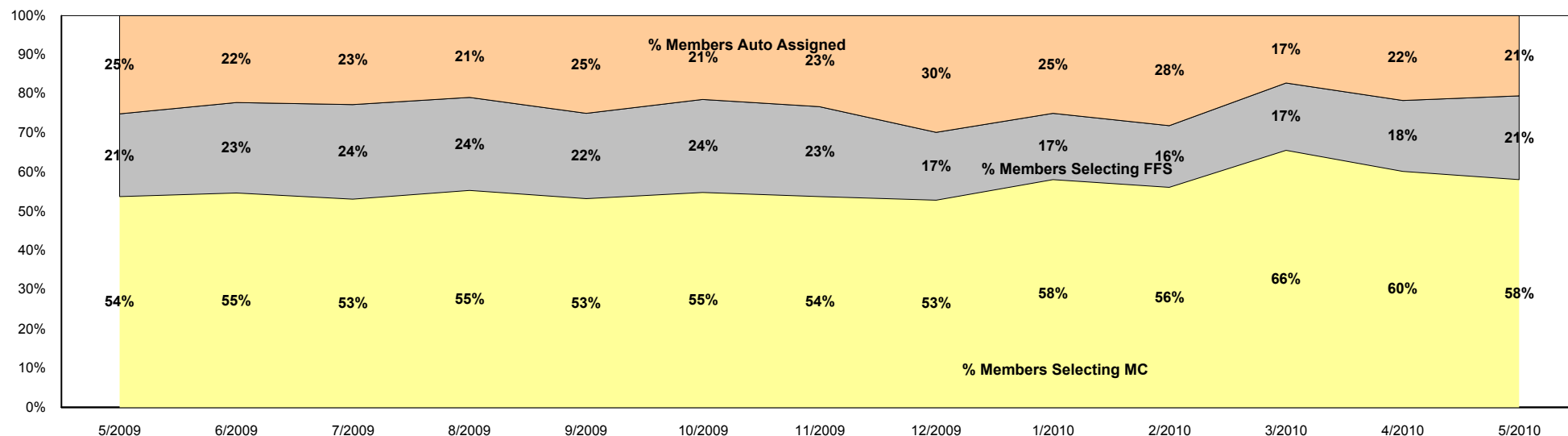
\*\* Beneficiaries who were part of the pool initially but at the time of auto enrollment were no longer eligible.

**SCDMPRD**

**Historical Enrollment Data - Graphical Summary**

<b>Trendlines - Quantities</b>	<b>05/09</b>	<b>06/09</b>	<b>07/09</b>	<b>08/09</b>	<b>09/09</b>	<b>10/09</b>	<b>11/09</b>	<b>12/09</b>	<b>01/10</b>	<b>02/10</b>	<b>03/10</b>	<b>04/10</b>	<b>05/10</b>
All Members Selected MC Plan	15,177	19,803	16,580	19,305	17,233	17,200	20,665	14,365	14,598	16,988	15,999	16,619	19,109
All Members Selected FFS	5,965	8,479	7,500	8,156	6,993	7,473	8,934	4,717	4,233	4,747	4,208	4,957	7,016
All Members Auto Assigned	7,141	8,164	7,070	7,222	8,053	6,733	9,053	8,130	6,243	8,484	4,239	5,967	6,751
<b>Total (Volume)</b>	<b>28,283</b>	<b>36,446</b>	<b>31,150</b>	<b>34,683</b>	<b>32,279</b>	<b>31,406</b>	<b>38,652</b>	<b>27,212</b>	<b>25,074</b>	<b>30,219</b>	<b>24,446</b>	<b>27,543</b>	<b>32,876</b>

<b>Trendlines - Percentages (Graphed below)</b>	<b>05/09</b>	<b>06/09</b>	<b>07/09</b>	<b>08/09</b>	<b>09/09</b>	<b>10/09</b>	<b>11/09</b>	<b>12/09</b>	<b>01/10</b>	<b>02/10</b>	<b>03/10</b>	<b>04/10</b>	<b>05/10</b>
All Members Selected MC Plan (%)	54%	55%	53%	55%	53%	55%	54%	53%	58%	56%	66%	60%	58%
All Members Selected FFS (%)	21%	23%	24%	24%	22%	24%	23%	17%	17%	16%	17%	18%	21%
All Members Auto Assigned (%)	25%	22%	23%	21%	25%	21%	23%	30%	25%	28%	17%	22%	21%

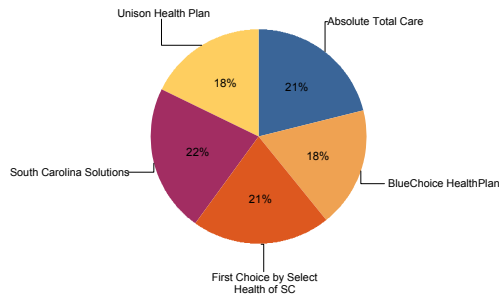


**\*\* Note:** For the graphical representation we consider ALL members regardless whether they are in the Assignment Pool.

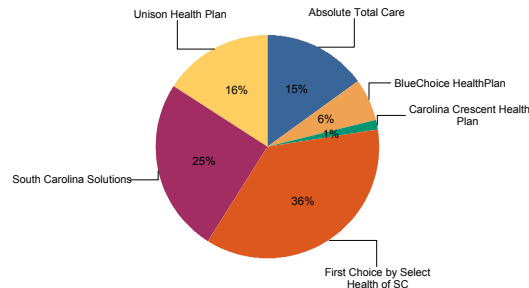
**Plan Summary: Current and Previous Month Comparison**

Effective Month 05/10								Effective Month 04/10					
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total		Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	2,857	1,424	4,281	67%	33%	17%		2,108	1,267	3,375	62%	38%	15%
BlueChoice HealthPlan	1,176	1,227	2,403	49%	51%	9%		748	1,090	1,838	41%	59%	8%
Carolina Crescent Health Plan	260	-	260	100%	-	1%		686	-	686	100%	-	3%
First Choice by Select Health of SC	6,971	1,392	8,363	83%	17%	32%		5,521	1,198	6,719	82%	18%	30%
South Carolina Solutions	4,818	1,510	6,328	76%	24%	24%		5,110	1,334	6,444	79%	21%	29%
Unison Health Plan	3,027	1,198	4,225	72%	28%	16%		2,446	1,078	3,524	69%	31%	16%
Totals	19,109	6,751	25,860	74%	26%	100%		16,619	5,967	22,586	74%	26%	100%

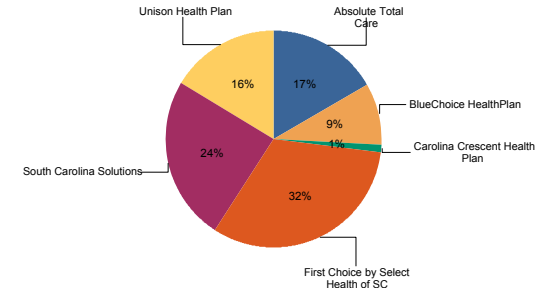
Current Month: Share of Auto Assignments



Current Month: Share of Choice Enrollments



Current Month: Share of Total Enrollments



**Plan Summary: Last Year Current Month and Last Year Previous Month Comparison**

Effective Month 05/09								Effective Month 04/09					
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total		Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	1,103	1,151	2,254	49%	51%	10%		1,212	1,243	2,455	49%	51%	10%
BlueChoice HealthPlan	759	956	1,715	44%	56%	8%		906	1,008	1,914	47%	53%	8%
Carolina Crescent Health Plan	1,250	1,220	2,470	51%	49%	11%		1,338	1,337	2,675	50%	50%	11%
CHCcares of South Carolina	165	459	624	26%	74%	3%		156	436	592	26%	74%	2%
First Choice by Select Health of SC	6,171	1,177	7,348	84%	16%	33%		6,973	1,256	8,229	85%	15%	34%
South Carolina Solutions	3,681	1,196	4,877	75%	25%	22%		3,709	1,223	4,932	75%	25%	20%
Unison Health Plan	2,048	982	3,030	68%	32%	14%		2,570	1,030	3,600	71%	29%	15%
Totals	15,177	7,141	22,318	68%	32%	100%		16,864	7,533	24,397	69%	31%	100%

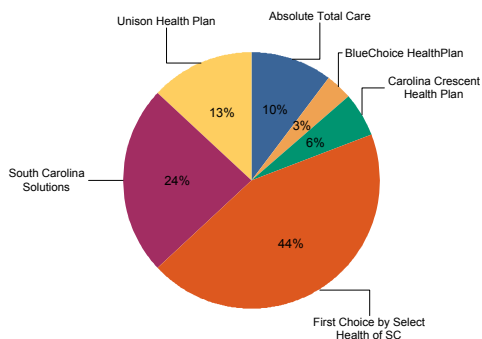
**Plan Summary: SFY 2010 vs SFY 2009 Comparison**

	SFY 2010			Jul-09 - Jun-10				SFY 2009			Jul-08 - Jun-09		
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total		Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	20,644	13,786	34,430	60%	40%	13%		8,624	11,302	19,926	43%	57%	10%
AMERIGROUP Community Care	0	0	0	-	-	-		1,906	1,686	3,592	53%	47%	2%
BlueChoice HealthPlan	9,205	11,853	21,058	44%	56%	8%		7,092	9,709	16,801	42%	58%	8%
Carolina Crescent Health Plan	13,045	11,873	24,918	52%	48%	9%		9,601	11,952	21,553	45%	55%	11%
CHCcares of South Carolina	152	0	152	100%	-	-%		1,293	4,001	5,294	24%	76%	3%
First Choice by Select Health of SC	73,880	13,993	87,873	84%	16%	33%		50,039	12,406	62,445	80%	20%	31%
South Carolina Solutions	44,870	14,408	59,278	76%	24%	22%		30,071	11,239	41,310	73%	27%	21%
Unison Health Plan	26,865	12,032	38,897	69%	31%	15%		19,563	9,675	29,238	67%	33%	15%
<b>Totals</b>	<b>188,661</b>	<b>77,945</b>	<b>266,606</b>	<b>71%</b>	<b>29%</b>	<b>100%</b>		<b>128,189</b>	<b>71,970</b>	<b>200,159</b>	<b>64%</b>	<b>36%</b>	<b>100%</b>

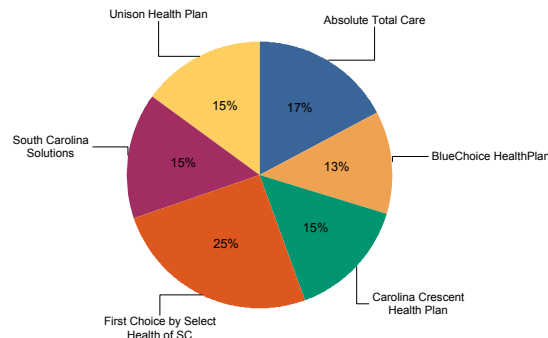
**Plan Summary: Current and Previous Month Existing Total Enrollment Comparison**

	As of 05/10			As of 04/10				As of 04/10			As of 04/10		
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total		Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	39,224	14,846	54,070	73%	27%	11%		37,770	14,429	52,199	72%	28%	11%
BlueChoice HealthPlan	12,834	10,888	23,722	54%	46%	5%		12,179	10,510	22,689	54%	46%	5%
Carolina Crescent Health Plan	22,323	12,915	35,238	63%	37%	7%		23,370	13,880	37,250	63%	37%	8%
First Choice by Select Health of SC	168,870	21,867	190,737	89%	11%	40%		166,455	21,473	187,928	89%	11%	40%
South Carolina Solutions	92,805	13,132	105,937	88%	12%	22%		90,849	12,906	103,755	88%	12%	22%
Unison Health Plan	49,869	13,057	62,926	79%	21%	13%		48,360	12,872	61,232	79%	21%	13%
<b>Totals</b>	<b>385,925</b>	<b>86,705</b>	<b>472,630</b>	<b>82%</b>	<b>18%</b>	<b>100%</b>		<b>378,983</b>	<b>86,070</b>	<b>465,053</b>	<b>81%</b>	<b>19%</b>	<b>100%</b>

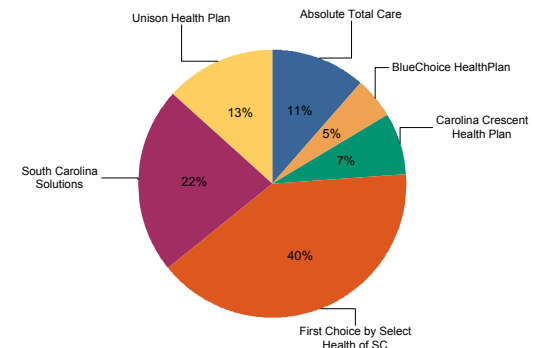
**Total Choice Enrollments**



**Total Auto Assignments**



**Total Enrollments**



# South Carolina Healthy Connections Choices

**Enrollment Period May 2010**

Enrollment Numbers are as of 04/25/2010

SCDMPRD

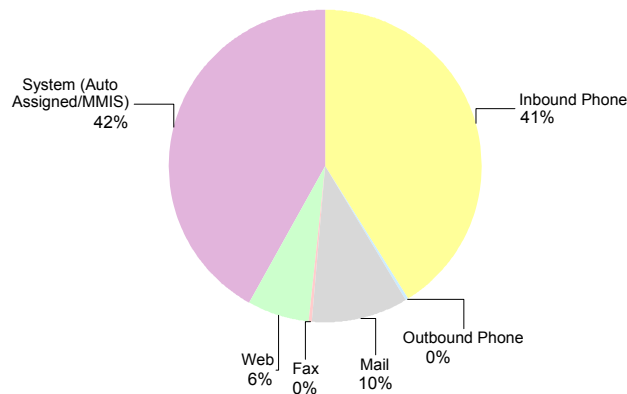
## Historical Enrollment by Method - Data

	05/09	06/09	07/09	08/09	09/09	10/09	11/09	12/09	01/10	02/10	03/10	04/10	05/10
<b>Plan Enrollments</b>	<b>22,242</b>	<b>27,583</b>	<b>23,450</b>	<b>26,367</b>	<b>25,078</b>	<b>23,767</b>	<b>29,497</b>	<b>22,297</b>	<b>20,462</b>	<b>25,309</b>	<b>20,055</b>	<b>22,431</b>	<b>25,725</b>
	79%	76%	76%	76%	78%	76%	77%	83%	83%	84%	83%	82%	79%
Inbound Phone	7,561	9,908	8,158	10,773	9,580	9,617	11,423	7,961	7,552	10,235	8,241	8,136	10,576
	34%	36%	35%	41%	38%	40%	39%	36%	37%	40%	41%	36%	41%
Outbound Phone	12	42	14	11	22	4	28	22	33	4	67	12	68
	-	-	-	-	-	-	-	-	-	-	-	-	-
Mail	2,598	3,810	2,798	3,510	2,957	3,312	3,786	2,199	1,798	2,283	1,807	1,902	2,555
	12%	14%	12%	13%	12%	14%	13%	10%	9%	9%	9%	8%	10%
Fax	103	151	116	123	136	124	128	105	73	127	52	60	90
	-	1%	-	-	1%	1%	-	-	-	1%	-	-	-
Web	1,941	2,463	1,532	1,727	1,441	893	1,451	1,040	1,001	1,171	770	1,229	1,647
	9%	9%	7%	7%	6%	4%	5%	5%	5%	5%	4%	5%	6%
System (Auto Assigned/MMIS)	10,027	11,209	10,832	10,223	10,942	9,817	12,681	10,970	10,005	11,489	9,118	11,092	10,789
	45%	41%	46%	39%	44%	41%	43%	49%	49%	45%	45%	49%	42%
<b>FFS Enrollments</b>	<b>5,965</b>	<b>8,479</b>	<b>7,500</b>	<b>8,156</b>	<b>6,993</b>	<b>7,473</b>	<b>8,934</b>	<b>4,717</b>	<b>4,233</b>	<b>4,747</b>	<b>4,208</b>	<b>4,957</b>	<b>7,016</b>
	21%	24%	24%	24%	22%	24%	23%	17%	17%	16%	17%	18%	21%
Inbound Phone	4,637	6,216	5,705	6,006	4,934	5,498	6,393	3,485	3,122	3,465	3,016	3,567	5,342
	78%	73%	76%	74%	71%	74%	72%	74%	74%	73%	72%	72%	76%
Outbound Phone	15	13	8	16	8	4	11	3	8	3	7	12	47
	-	-	-	-	-	-	-	-	-	-	-	-	1%
Mail	966	1,625	1,362	1,638	1,571	1,539	1,933	786	753	844	814	895	1,106
	16%	19%	18%	20%	22%	21%	22%	17%	18%	18%	19%	18%	16%
Fax	40	63	47	53	51	41	72	54	30	35	46	56	54
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Web	307	562	378	443	429	391	525	389	320	400	325	427	467
	5%	7%	5%	5%	6%	5%	6%	8%	8%	8%	8%	9%	7%
<b>Total Enrollments</b>	<b>28,207</b>	<b>36,062</b>	<b>30,950</b>	<b>34,523</b>	<b>32,071</b>	<b>31,240</b>	<b>38,431</b>	<b>27,014</b>	<b>24,695</b>	<b>30,056</b>	<b>24,263</b>	<b>27,388</b>	<b>32,741</b>
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Inbound Phone	12,198	16,124	13,863	16,779	14,514	15,115	17,816	11,446	10,674	13,700	11,257	11,703	15,918
	43%	45%	45%	49%	45%	48%	46%	42%	43%	46%	46%	43%	49%
Outbound Phone	27	55	22	27	30	8	39	25	41	7	74	24	115
	-	-	-	-	-	-	-	-	-	-	-	-	-
Mail	3,564	5,435	4,160	5,148	4,528	4,851	5,719	2,985	2,551	3,127	2,621	2,797	3,661
	13%	15%	13%	15%	14%	16%	15%	11%	10%	10%	11%	10%	11%
Fax	143	214	163	176	187	165	200	159	103	162	98	116	144
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
Web	2,248	3,025	1,910	2,170	1,870	1,284	1,976	1,429	1,321	1,571	1,095	1,656	2,114
	8%	8%	6%	6%	6%	4%	5%	5%	5%	5%	5%	6%	6%
System (Auto Assigned/MMIS)	10,027	11,209	10,832	10,223	10,942	9,817	12,681	10,970	10,005	11,489	9,118	11,092	10,789
	36%	31%	35%	30%	34%	31%	33%	41%	41%	38%	38%	40%	33%

**Historical Enrollment by Method - Graphical Summary**

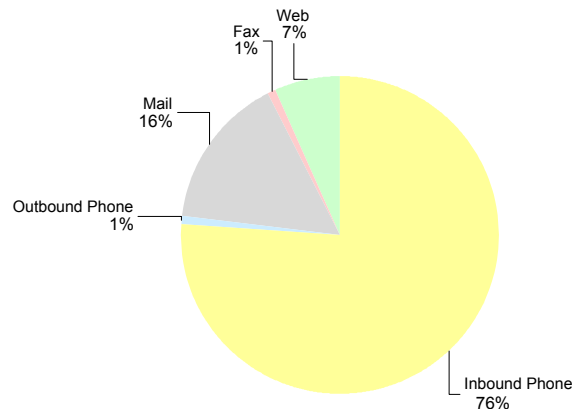
**Health Plan Enrollments by Method**

Current Enrollment Period



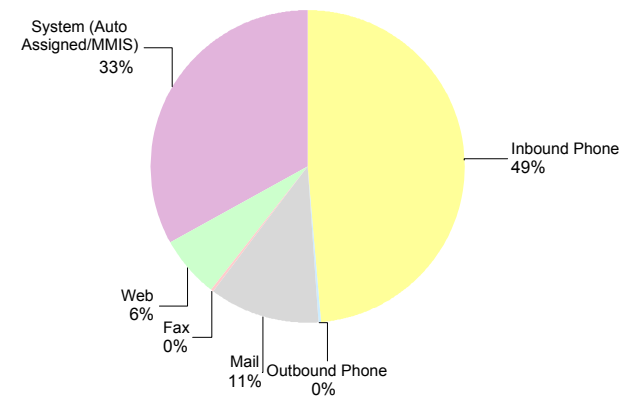
**FFS Enrollments by Method**

Current Enrollment Period



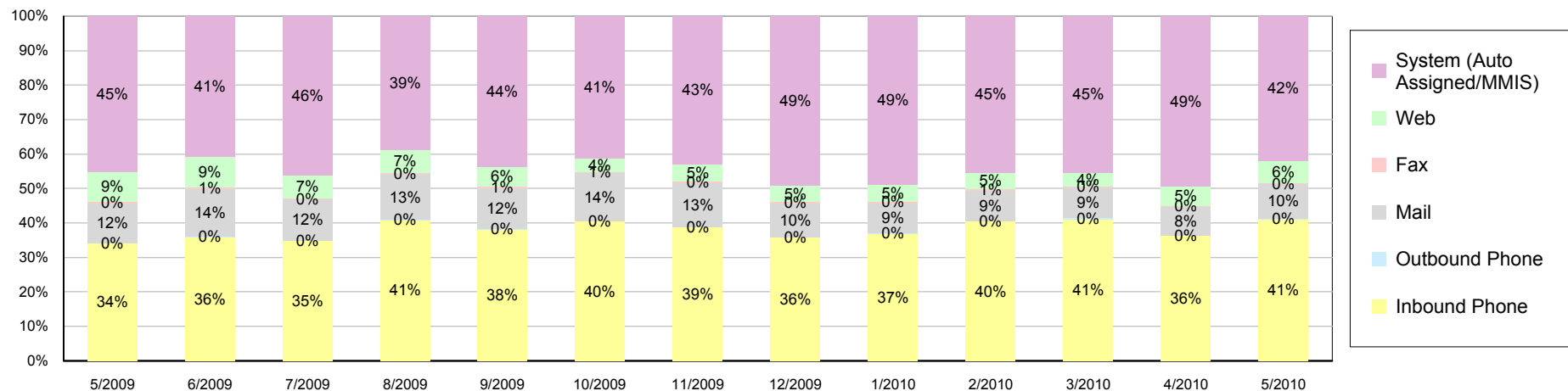
**Total Enrollments by Method**

Current Enrollment Period



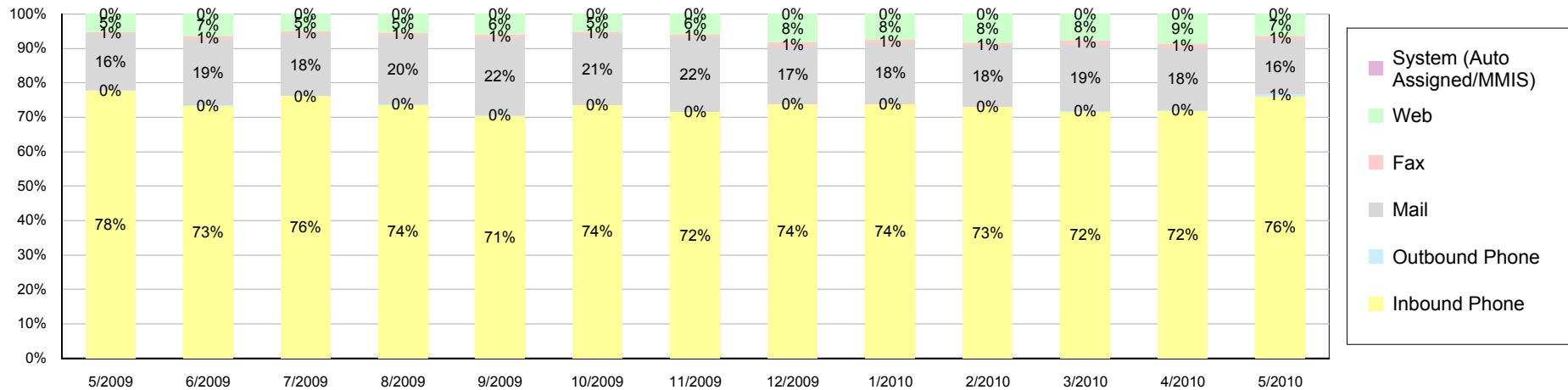
**Health Plan Enrollments by Method**

Historical Trend



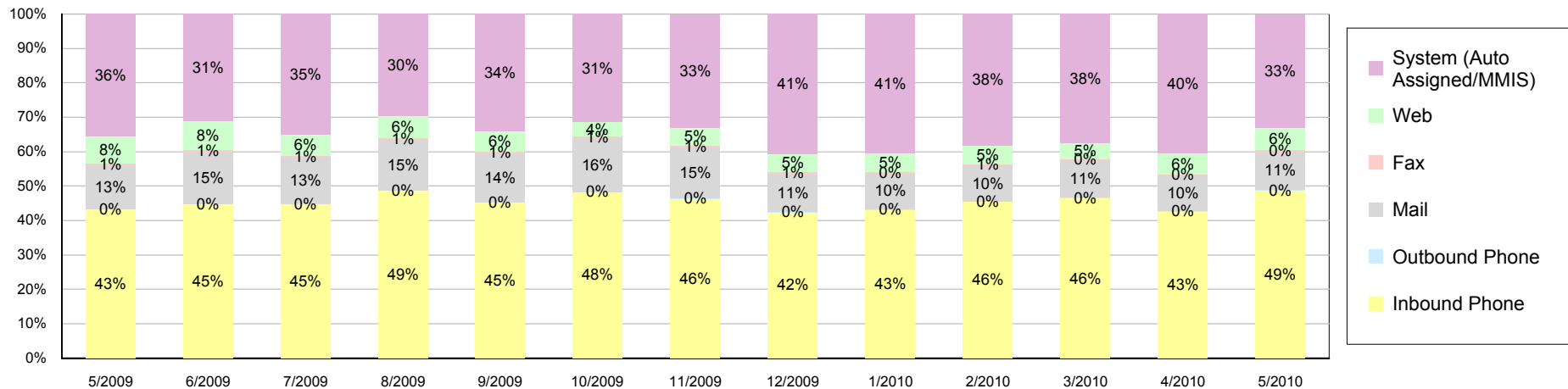
**Fee For Service Enrollments by Method**

Historical Trend



**Total Enrollments by Method**

Historical Trend





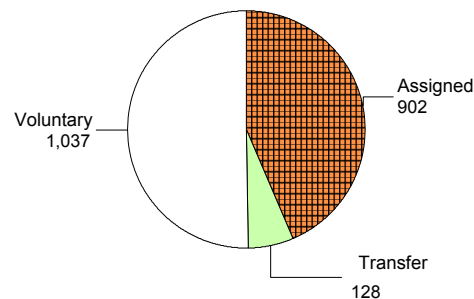
### Disenrollment Information

Fee For Service Choice Reasons * 41-Other was not split into Mail/Fax/Web & Phone until August 09	May-10		Apr-10		SFY 2010 Jul-09 - Jun-10		May-09		Apr-09		SFY 2009 Jul-08 - Jun-09	
	#	%	#	%	#	%	#	%	#	%	#	%
35 - Doctor Not Part Of Network	2,141	31%	1,517	31%	22,114	32%	2,243	38%	2,394	38%	20,862	34%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	37	1%	22	0%	644	1%	54	1%	37	1%	481	1%
37 - Entering A Waiver Program or enters MFCP	1	0%	5	0%	70	0%	-	-	-	-	13	-
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	243	3%	121	2%	2,079	3%	134	2%	93	1%	972	2%
41 A - Other (Phone)	2,687	38%	1,768	36%	21,002	30%	-	-	-	-	-	-
41 B - Other (Mail, Fax, Web)	586	8%	429	9%	8,548	12%	3,316	56%	3,556	57%	36,241	60%
42 - No reason provided on enrollment form	1,029	15%	926	19%	12,017	17%	-	-	-	-	872	1%
64 - Plan does not cover certain services because of moral or religious reasons	6	0%	1	0%	22	0%	1	-	-	-	16	-
70 - Member Placed Out of Home	5	0%	3	0%	78	0%	-	-	-	-	17	-
75 - Pharmacy Not Part Of Network	1	0%	4	0%	40	0%	-	-	-	-	-	-
84 - Member utilizes services from multiple par and non-par providers	277	4%	160	3%	2,292	3%	209	4%	189	3%	1,242	2%
A - Administrative	3	0%	1	0%	28	0%	8	-	8	-	127	-
<b>Total Fee For Service Choice</b>	<b>7,016</b>	<b>100%</b>	<b>4,957</b>	<b>100%</b>	<b>68,934</b>	<b>100%</b>	<b>5,965</b>	<b>100%</b>	<b>6,277</b>	<b>100%</b>	<b>60,843</b>	<b>100%</b>

Transfer to Fee For Service Reasons	May-10		Apr-10		SFY 2010 Jul-09 - Jun-10		May-09		Apr-09		SFY 2009 Jul-08 - Jun-09	
	#	%	#	%	#	%	#	%	#	%	#	%
30 - Moved Out of Plan Service Area	4	0%	6	0%	80	0%	4	-%	11	-%	108	-%
31 - Got Poor Quality Care	10	0%	16	1%	226	1%	28	1%	31	1%	376	1%
34 - Lack of Access to Services Covered Under the Contract	23	1%	43	2%	571	2%	45	1%	49	1%	458	1%
35 - Doctor Not Part Of Network	1,107	54%	1,288	57%	14,196	53%	1,727	57%	2,065	60%	18,174	54%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	34	2%	30	1%	387	1%	36	1%	42	1%	293	1%
37 - Entering A Waiver Program or enters MFCP	3	0%	1	0%	176	1%	-	-	-	-	25	-%
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	191	9%	232	10%	2,891	11%	379	12%	389	11%	3,220	10%
41 - Other	499	24%	486	21%	6,104	23%	605	20%	632	18%	9,185	27%
42 - No reason provided on enrollment form	18	1%	25	1%	291	1%	-	-	-	-	14	-%
53 - Didn't Realize What I was Signing Up For	38	2%	9	0%	269	1%	46	2%	57	2%	378	1%
64 - Plan does not cover certain services because of moral or religious reasons	2	0%	-	0%	36	0%	1	-%	-	-	19	-%
70 - Member Placed Out of Home	12	1%	39	2%	144	1%	-	-	-	-	16	-%
75 - Pharmacy Not Part Of Network	10	0%	-	0%	44	0%	-	-	-	-	-	-
83 - Want to be Plan with Family Members	14	1%	9	0%	164	1%	13	-%	14	-%	107	-%
84 - Member utilizes services from multiple par and non-par providers	100	5%	74	3%	1,050	4%	152	5%	142	4%	998	3%
85 - Health Plan Referral Policy is unfavorable to Member	2	0%	3	0%	99	0%	6	-%	4	-%	110	-%
A - Administrative	-	0%	-	0%	11	0%	14	-%	9	-%	191	1%
<b>Total Transfers to Fee For Service</b>	<b>2,067</b>	<b>100%</b>	<b>2,261</b>	<b>100%</b>	<b>26,739</b>	<b>100%</b>	<b>3,056</b>	<b>100%</b>	<b>3,445</b>	<b>100%</b>	<b>33,672</b>	<b>100%</b>

Transfer to Fee For Service by Source of Original Enrollment	Member Enrolled Voluntarily		Member Transferred to the Plan		Member was assigned		Total Disenrollments	
	#	%	#	%	#	%	#	%
30 - Moved Out of Plan Service Area	2	0%	1	1%	1	0%	4	0%
31 - Got Poor Quality Care	6	1%	3	2%	1	0%	10	0%
34 - Lack of Access to Services Covered Under the Contract	15	1%	3	2%	5	1%	23	1%
35 - Doctor Not Part Of Network	539	52%	58	45%	510	57%	1,107	54%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	22	2%	3	2%	9	1%	34	2%
37 - Entering A Waiver Program or enters MFCP	2	0%	1	1%	-	0%	3	0%
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	104	10%	12	9%	75	8%	191	9%
41 - Other	228	22%	30	23%	241	27%	499	24%
42 - No reason provided on enrollment form	9	1%	-	0%	9	1%	18	1%
53 - Didn't Realize What I was Signing Up For	19	2%	4	3%	15	2%	38	2%
64 - Plan does not cover certain services because of moral or religious reasons	2	0%	-	0%	-	0%	2	0%
70 - Member Placed Out of Home	6	1%	4	3%	2	0%	12	1%
75 - Pharmacy Not Part Of Network	10	1%	-	0%	-	0%	10	0%
83 - Want to be Plan with Family Members	13	1%	1	1%	-	0%	14	1%
84 - Member utilizes services from multiple par and non-par providers	58	6%	8	6%	34	4%	100	5%
85 - Health Plan Referral Policy is unfavorable to Member	2	0%	-	0%	-	0%	2	0%
A - Administrative	-	0%	-	0%	-	0%	-	0%
<b>Total Enrollment</b>	<b>1,037</b>	<b>100%</b>	<b>128</b>	<b>100%</b>	<b>902</b>	<b>100%</b>	<b>2,067</b>	<b>100%</b>

**Transfer to Fee For Service by Source of Original Enrollment**



	Absolute Total Care	BlueChoice HealthPlan	Carolina Crescent Health Plan	First Choice by Select Health of SC	South Carolina Solutions	Unison Health Plan	FFS	Total Transfers From
<b>Absolute Total Care</b>		26	4	316	307	112	352	<b>1,117</b>
<b>BlueChoice HealthPlan</b>	44			235	76	61	292	<b>708</b>
<b>Carolina Crescent Health Plan</b>	78	46		293	190	70	257	<b>934</b>
<b>First Choice by Select Health of SC</b>	204	69	1		409	205	528	<b>1,416</b>
<b>South Carolina Solutions</b>	39	17		252		97	297	<b>702</b>
<b>Unison Health Plan</b>	73	26		296	119		341	<b>855</b>
<b>FFS</b>	93	61		173	267	135		<b>729</b>
<b>Total Transfers To</b>	<b>531</b>	<b>245</b>	<b>5</b>	<b>1,565</b>	<b>1,368</b>	<b>680</b>	<b>2,067</b>	<b>6,461</b>

**Change Management Notes: May 2010:** Please refer to CAR #1981 for several clean-up related changes that were made to Pages 4,5,9 and 10 of the Dashboard.

#### Page 1: Snapshot Summary

This page provides a high level view of Enrollments, Disenrollments, Transfers and Call Center Statistics.

Data is presented for Current Month, Previous Month, and Current State Fiscal Year. Data for Previous Year in a similar format is also presented.

Please refer to the Snapshot Page Glossary for details.

#### Change Management Notes:

1) C3 - Zaps to Managed Care data was added starting Dec 08 and is not available for prior months. Voluntary Choice total did not include these numbers prior to Dec 08.

2) Current Eligibles section was added starting Dec 08 and is not available for prior months.

#### Page 2: Historical Enrollment Trends (Data)

This is a summary of all members who got letters for scheduled auto assignments and their enrollment outcomes (Chose a Health Plan, Chose FFS, were left in FFS for lack of eligibility or were Auto Assigned). It also provides a summary of those members that were not in the current month's assignment pool, but enrolled into a Health Plan or FFS voluntarily. It also provides Auto Assignment Rate and FFS Choice Rate.

#### Page 3: Historical Enrollment Trends (Percentages & Graphical Summary)

This page includes all members regardless of whether they were in the Assignment Pool and groups them by members selecting a Managed Care Plan, members selecting FFS and members who were Auto Assigned. It provides counts as well as percentages and includes a graphical representation of the percentages.

#### Page 4 & 5: Health Plan Summary

This page provides Voluntary and Auto Assign Enrollment s for members, who had a Current Auto Assign Date, and groups them by individual Health Plan.

Change Management Notes: This page was modified to display enrollments by assign date starting Dec 08. Enrollments by assign date are not available for prior months. Numbers on the third table (SFY 2009 section) include enrollments by start date for the months Jul 08 to Nov 08 and enrollments by assign date Dec 08 onwards. The last table is a count of all enrollments that currently exist in the system.

#### Page 6: Enrollments by Method (Data)

This page provides a count of members who had a Current Auto Assign Date and were thereby enrolled into a Health Plan or Fee For Service by their method of enrollment (calls, web, mail, fax, system etc.)

#### Change Management Notes:

1) This page was added starting Dec 08. Includes enrollments by assign date and this data is not available for prior months.

2) Voluntary Choice Managed Care Totals on the Snapshot Page (B1 + C1) do not match Health Plan Enrollments by Mail + Fax + Web + Inbound Phone + Outbound Phone on the Enroll by method Page, because some times Voluntary Choices are marked with an enrollment source of "System" and are counted under "System - Auto Assigned (MMIS)" on the Enroll by method page. This happens because of reinstatements, roster updates, system updates etc.. Similarly Auto Assigned total (D) from the Snapshot Page does not match the "System - Auto Assigned (MMIS)" total on the Enroll by method page. On January's report a total of 1,664 Voluntary Choice to Managed Care members were grouped under "System - Auto Assigned (MMIS)" on the Enroll by Method page. Also note that zaps to managed care are not included in the Enroll by Method page.

#### Page 7 & 8: Enrollments by Method (Percentages & Graphical Summary)

This page provides a graphical representation of enrollment by method data.

#### Page 9 & 10: Disenrollment Information

This page provides total counts of Initial Fee for Service Choices or members who are choosing Fee For Service prior to enrollment in a Health Plan. It also provides reasons as to why members transferred from Managed Care to Fee for Service. Sections indicate how their original selection was made before transferring to Fee For Service (voluntary, transferred before going to FFS or were auto assigned to a plan).

Change Management Notes: 41-Other reason code under FFS Initial Choice table, is being split into choices made on the Phone and choice made via Mail, Fax or Web starting Aug 2009.

#### Page 11: Health Plan Transfer Mix

20100425\_Dashboard\_May 2010\_Final

This page provides Summary of Transfers between Health Plans, Transfers from Health Plans to FFS and FFS to Health plans for the Current Month.

Item #	Item Name	Description
A	Assignment Pool	Count of all members who got letters for Scheduled Auto Assignments. This count excludes members who were left in Fee For Service by default, because of lack of eligibility.
B	Voluntary Choice	Sum of B1 and B2
B1	Voluntary Choice - Managed Care	Count of all members who got letters for Scheduled Auto Assignments and Voluntarily Chose a Managed Care Health Plan.
B2	Voluntary Choice - Fee For Service	Count of all members who got letters for Scheduled Auto Assignments and Voluntarily Chose Fee For Service.
C	Voluntary Choice - Not in Assignment Pool	Sum of C1, C2 and C3.
C1	Voluntary Choice - Not in Assignment Pool - Managed Care	Count of members who were in a Future Assignment or Outreach Pool but enrolled Voluntarily into a Managed Care Health Plan.
C2	Voluntary Choice - Not in Assignment Pool - Fee For Service	Count of members who were in a Future Assignment or Outreach Pool but enrolled Voluntarily into Fee For Service.
C3	Voluntary Choice - Not in Assignment Pool - Zaps to Managed Care	Count of members who were never enrolled into a Health Plan in the past 12 months but were zapped into one in the current assignment period.
D	Auto Assignments	Count of all members who got letters for Scheduled Auto Assignments and were assigned to a Managed Care Health Plan by the System because the members did not make a selection by the scheduled auto assignment date.
E	Total Voluntary Choice (=B+C)	Count of all members who Voluntarily chose a Managed Care Health Plan or to remain in Fee For Service. These members could have come from the current assignment pool, a future assignment pool or the outreach pool.
F	Total Enrollments (=B+C+D)	Count of all members who were enrolled into a Health Plan or Fee For Service, either by Voluntary Choice or by way of Auto Assignment.
G	Fee For Service	Count of all members who Chose Fee For Service. These members could have come from the current assignment pool, a future assignment pool the an outreach pool.
G1	FFS Share of Voluntary Enrollments (=(B2+C2)/E)	Percentage of members choosing Fee For Service among those who made a Voluntary Choice.
G2	FFS Share of Total Enrollments (=(B2+C2)/F)	Percentage of enrollments to Fee For Service among Total Enrollments.
H	Transfer within 90 Days (=H3 + H4)	Count of all members who are in their 90 day choice period and made a Transfer (either to a Health Plan or Fee For Service).
H1	90 Day Choice Period	Count of all members who are in their 90 day choice period. Note that their original enrollments could have been made 90 days prior to the current enrollment period.
H2	Transfer Percent (=(H3+H4)/H1)	Percentage of members who transferred (either to a Health Plan or Fee For Service) among those who were in their 90 Day Choice Period.
H3	90 Day Transfers to FFS	Count of all members who are in their 90 day choice period and transferred to Fee For Service in the Current Enrollment Period.
H4	90 Day Transfers to Health Plans	Count of all members who are in their 90 day choice period and transferred to a Managed Care Health Plan in the Current Enrollment Period.
<b>Current Enrollment Period Snapshot Percentages</b>		
	Target	Voluntary Choice Target
	Actual (=E/F)	Percentage of members Voluntarily choosing a Health Plan or Fee For Service among total members who were enrolled.
	FFS Share of Voluntary Enrollment(=G1)	Percentage of members choosing Fee For Service among those who made a Voluntary Choice.
	MC Share of Voluntary Enrollment (100-G1)	Percentage of members choosing a Managed Care Health Plan among those who made a Voluntary Choice.

### SCDMPRD

#### Pie Charts

1	Enrollments - Voluntary & Auto Assignments	Voluntary Vs Auto Assignment share of total enrollments. It also displays the share of auto assignments that had to be voluntary choices in order to achieve the Target Percentage
2	Share of Voluntary Enrollments	Fee For Service Vs Managed Care share of Voluntary Enrollments,
3	Transfers to FFS by Source of Original Enrollment	Number of members transferring to FFS grouped by their source of original enrollment (Were Auto assigned to a Health Plan before transferring to FFS, were in a Voluntarily selected Health Plan before transferring to FFS, transferred to a Health Plan before transferring to FFS).

#### Current Eligibles Grid

1	Enrolled into Managed Care - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time and are currently enrolled in a managed care health plan.
2	Enrolled into Managed Care - Non-Assignable	Count of all beneficiaries who are non assignable and are currently enrolled in a managed care health plan.
3	Enrolled into Managed Care - Total	Count of all beneficiaries who are currently enrolled in a managed care health plan.
4	FFS by Choice - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time and are currently in FFS by choice.
5	FFS by Choice - Non-Assignable	Count of all beneficiaries who are non assignable and are currently in FFS by choice.
6	FFS by Choice - Total	Count of all beneficiaries who are currently in FFS by choice.
7	FFS by Default - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time but had to be left in FFS for lack of eligibility OR are in a future assignment pool and currently in FFS.
8	FFS by Default - Non-Assignable	Count of all beneficiaries who are non-assignable and are currently in FFS by default.
9	FFS by Default - Total	Count of all beneficiaries who are in FFS by default.
10	Total - Assignable	Count of all beneficiaries in our system who are assignable.
11	Total - Non-Assignable	Count of all beneficiaries in our system who are NOT assignable.
12	Total	Count of all beneficiaries in our system

#### Current Enrollment Period Transfers Grid

		Groups total number of members who were in their 90 day choice period and transferred by the type of transfer made. (MCO-MCO, MCO_MHN, MCO-FFS, MHN-MCO, MHN-FFS, FFS-MCO, FFS-MHN)
--	--	---

#### Top Transfer/Disenrollment Reasons

	Fee For Service Choice	Top four reasons why members chose Fee For Service as their Initial Choice. 41-Other is being split into choices made on Phone Vs choices made via Mail/Fax/Web starting Aug 2009.
	Transfer to Fee For Service	Top four reasons why members chose to transfer to Fee For Service.

#### Call Center Statistics

		Measures Call Center Performance and includes the said statistics for the current enrollment period.
--	--	--